



**State of New Hampshire
Department of Health and Human Services**

**REQUEST FOR APPLICATION
RFA-2023-BEAS-06-HOMEH**

FOR

Home Health Services

March 22, 2022



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REQUEST FOR APPLICATIONS

1. Request for Services

1.1. Purpose and Overview

1.1.1. Purpose

This Request for Applications (RFA) is published to solicit applications from licensed entities and organizations to provide In Home Care Services, Home Health Aide Services, and/or Nursing Services to support older, isolated and frail adults, age 60 and older, to live as independently as possible, safely, and with dignity, and to adults between the ages of 18 and 59 who have a chronic illness or disability.

Applicants may provide one (1) or more of the services listed in Table A below. Applicants must be licensed as a New Hampshire home health care provider in accordance with RSA 151:2 and NH Administrative Rule He-P 809, Home Health Care Providers, or as a New Hampshire home care service provider under RSA151:2, and NH Administrative Rule He-P 822, Home Care Service Provider Agencies (HCSPA).

The Department of Health and Human Services (Department) anticipates awarding up to 11 contracts for the services in this RFA to ensure services are available statewide. One (1) application must be submitted for each county for which the Applicant is applying.

Applicants may apply to provide services by county, or part of a county, for one (1) or more of the following service types:

Table A		
Type of Service	Title III Program: Older Americans Act Services	Title XX Program: Social Services Block Grant
Adult In-Home/In-Home Care Services	X	X
Home Health Aide Services	X	N/A
Nursing Services	X	N/A

An "X" indicates which Federal Program supports funding for the Services.

1.1.2. Overview

The Bureau of Elderly and Adult Services (BEAS) provides a variety of social and long-term supports to adults age 60 and older, and to adults between the ages of 18 and 59 who have a chronic illness or disability. Services and supports can be accessed through contracted vendors, ServiceLink Resource Centers and Department/BEAS District Offices. Services and supports are intended to assist people to live as independently as possible.



1.2. Scope of Services

1.2.1. General

1.2.1.1. Services are for individuals who reside in independent living settings and meet the eligibility criteria as follows:

1.2.1.1.1. For individuals age 60 and older and with the most economic need. Services are funded through Title III of the Older Americans Act of 1965 as amended through P.L. 114-144, enacted April 19, 2016. More information may be found at:

<https://acl.gov/about-acl/authorizing-statutes/older-americans-act>

New Hampshire Administrative Rule He-E 502, The Older Americans Act Services: Title IIIB-Supportive Services

http://www.gencourt.state.nh.us/rules/state_agencies/he-e500.html

1.2.1.1.2. For individuals age 60 and older, or ages 18 – 59 who have a chronic illness or disability and a maximum monthly income of \$1,391.80 for calendar year 2022. Services are funded through Title XX of the Social Services Block Grant (SSBG). State legislation adopted in 2011 requires the Department to raise the income eligibility under the Social Services Block Grant Program every January by the percentage amount of the cost of living increase (COLA) in Social Security benefits. More information may be found at:

New Hampshire Administrative Rule He-E 501, The Social Services Block Grant (Title XX) He-E 501

http://www.gencourt.state.nh.us/rules/state_agencies/he-e500.html

1.2.1.1.3. For individuals who are not already receiving the same or similar services funded through other programs including, but not limited to: the Medicaid Program, any of the Home and Community Based Care Waivers administered by the Department, Medicare, or services provided through the Veterans Administration.



- 1.2.1.2. Selected Applicants must identify the county(ies) in which services will be provided.
 - 1.2.1.3. Selected Applicants must provide services to individuals who are not already receiving the same or similar services funded through other programs. Other programs may include, but are not limited to:
 - 1.2.1.3.1. New Hampshire's Medicaid State Plan.
 - 1.2.1.3.2. Any of the Home and Community Based Care Waivers administered by the Department.
 - 1.2.1.3.3. The Medicaid Program.
 - 1.2.1.3.4. Services provided through the Veterans Administration.
 - 1.2.1.4. Selected Applicants must provide and administer the services in this Agreement in accordance with applicable federal and state laws and rules, and policies and regulations adopted by the Department currently in effect, and as they may be adopted or amended during the term of the Agreement , which include, but are not limited to:
 - 1.2.1.4.1. Title III of the Older Americans Act of 1965 as amended through P.L. 114-144, Enacted April 19, 2016.
 - 1.2.1.4.2. New Hampshire Administrative Rule He-E 502, The Older American Act Services: Title IIIB-Supportive Services, (from herein after referred to as NH Administrative Rule He-E 502).
 - 1.2.1.4.3. Title XX of the United States, Social Services Block Grant (SSBG).
 - 1.2.1.4.4. New Hampshire Administrative Rule He-E 501, The Social Services Block Grant (Title XX) (herein after referred to as NH Administrative Rule He-E 501).
- 1.2.2. Adult In-Home Care/In-home Care Services**
- 1.2.2.1. Selected Applicants must provide In Home Care Services through the Title III and Title XX programs to eligible individuals, which include, but are not limited to:
 - 1.2.2.1.1. Services by individuals employed and supervised by a home health care provider licensed in accordance with RSA 151:2 and NH Administrative Rule He-P 809, Home Health Care Providers or NH Administrative Rule He-P



822, Home Care Service Provider Agencies, as applicable.

- 1.2.2.1.2. Core household maintenance tasks to support the safety and well-being of individuals in their homes as defined in NH Administrative Rule He-E 501, The Social Services Block Grant (Title XX) and NH Administrative Rule He-E 502, Older Americans Act Services: Title IIIB – Supportive Services, Title IIIC1 and C2 – Nutrition Program Policies, And Title IIID – Disease Prevention And Health Promotion Services
- 1.2.2.1.3. Light housekeeping tasks.
- 1.2.2.1.4. Evaluating client safety and well-being and making referrals to other services when indicated.

1.2.3. Home Health Aide Services

- 1.2.3.1. Selected Applicants must be a home health care provider licensed in accordance with RSA 151:2 and NH Administrative Rule He-P 809 in order to provide home health aide services.
- 1.2.3.2. Selected Applicants must provide Home Health Aide Level of Care Services through the Title III to eligible individuals as outlined in NH Administrative Rule He-E 502, which include, but are not limited to:
 - 1.2.3.2.1. Receiving referrals from an individual's health care provider(s).
 - 1.2.3.2.2. Performing evaluations of individuals' medical needs.
 - 1.2.3.2.3. Developing service plans and incorporating this information into the individuals' person-centered plans of care.
- 1.2.3.3. Selected Applicants must provide the following home health aide services based on the individual's need:
 - 1.2.3.3.1. Services allowed within the Licensed Nursing Assistant (LNA) scope of practice, pursuant to NH Administrative Rule Nur 700; and
 - 1.2.3.3.2. Personal care services, as described in NH Administrative Rule He-E 801.22(b), when the individual's person-centered plan contains



documentation that his or her functional or medical condition necessitates the performance of such tasks by an LNA and not an unlicensed provider.

- 1.2.3.4. Selected Applicants must coordinate home health aide services to ensure no duplication of services when the individual is also receiving home delivered meals, other Title III services, or services at an adult medical day program, in an assisted living facility, or in an adult family care home.

1.2.4. **Nursing Services**

- 1.2.4.1. Selected Applicants must provide Nursing Services through Title III to eligible individuals, which include, but are not limited to:

- 1.2.4.1.1. Providing nursing services in an individual's home by a home health care provider licensed in accordance with RSA 151:2 and NH Administrative Rule He-P 809.

- 1.2.4.1.2. Providing the services by individuals who are licensed practical nurse (LPN) or registered nurse (RN) working within the scope of services allowed under the NH Nurse Practice Act, RSA 326-B.

- 1.2.4.2. Selected Applicants must provide the following nursing services based on the individual's need:

- 1.2.4.2.1. Receiving referrals from an individual's health care provider(s).

- 1.2.4.2.2. Performing an evaluation of the individual's medical needs;

- 1.2.4.2.3. Developing a nursing care plan and incorporating this information into the individual's person-centered plan.

- 1.2.4.2.4. Providing nursing services in accordance with the individual's person-centered plan as described in NH Administrative Rule He-E 502 and as ordered by his or her primary care physician.

- 1.2.4.2.5. Coordinating nursing services to ensure that there is no duplicate provision of services.

- 1.2.4.2.6. Ensuring that LPN and registered nursing services are not covered when provided for the



purpose of nursing oversight of authorized LNA services.

1.2.5. Service Administration

1.2.5.1. Access to Services

1.2.5.1.1. Selected Applicants must assist individuals in accessing the services in Section 1.2 above by:

1.2.5.1.1.1. Accepting applications for services directly from an individual and in accordance with Section 1.2.5.2., below; and

1.2.5.1.1.2. Accepting referrals of individuals from the Department's Adult Protection Program.

1.2.5.2. Client Request and Application for Services

1.2.5.2.1. Selected Applicants must complete an intake and application for services in accordance with the requirements with NH Administrative Rule He-E 501, The Social Services Block Grant (Title XX) and NH Administrative Rule He-E 502, Older Americans Act Services: Title IIIB – Supportive Services, Title IIIC1 and C2 – Nutrition Program Policies, And Title IIID – Disease Prevention And Health Promotion Services and:

1.2.5.2.1.1. Complete Form 3000 Application provided by the Department for Title XX In Home Care Services.

1.2.5.2.1.2. Complete Form 3000 Application provided by the Department, or complete a Contractor owned form that includes the same information as the Form 3000 Application for Title III In Home Care Services, In Home Health Aide Level of Care Services, and In Home Nursing Level of Care Services.

1.2.5.3. Client Eligibility Requirements for Services

1.2.5.3.1. Selected Applicants must complete an assessment for eligibility in accordance with the New Hampshire Administrative Rules He-E 501 and He-E 502.



- 1.2.5.3.2. Selected Applicants must determine whether a client, except for those clients referred by the Department's Adult Protection Program in Section 1.2.5.7.2., is eligible for services in this Agreement using the information collected during the assessment and in accordance with the requirements in the laws and rules listed in Section 1.2.1.4.
- 1.2.5.3.3. Selected Applicants must provide notice of eligibility or non-eligibility to clients and provide services to clients for the eligibility period in accordance with the laws and rules listed in Section 1.2.1.4.
- 1.2.5.3.4. Selected Applicants must re-determine whether a client is eligible to receive services in accordance with the requirements in the laws and rules listed in Section 1.2.1.4.
- 1.2.5.3.5. Selected Applicants may terminate services to a client in accordance with the laws and rules listed in Section 1.2.1.4.
- 1.2.5.3.6. Selected Applicants must obtain a service authorization for In Home Care Services, In Home Health Aide Level of Care Services only, from the Department once the client has been determined or re-determined eligible to receive services by submitting a completed Form 3502 "Contract Service Authorization – New Authorization" to the Department.
- 1.2.5.4. Client Assessments and Service Plans
 - 1.2.5.4.1. Selected Applicants must develop, with input from each individual and/or his/her authorized representative, a person-centered plan to guide the provision of services in accordance with New Hampshire Administrative Rules He-E 501 and He-E 502.
 - 1.2.5.4.2. Selected Applicants must monitor and adjust service plans to meet the individual's needs in accordance with New Hampshire Administrative Rules He-E 501 and He-E 502.
 - 1.2.5.4.3. Selected Applicants must provide services to clients according to the individuals' adult protective service plan determined by the



Department's Adult Protection Program to prevent or ameliorate the circumstances that contribute to the individual's risk of neglect, abuse, and exploitation.

1.2.5.4.4. Selected Applicants must provide the Department, within 30 days of the contract effective date, its protocols and practices to ensure that individuals who exhibit problematic behavior due to mental health, or developmental issues or criminal histories receive services.

1.2.5.5. Person Centered Provision of Services

1.2.5.5.1. Selected Applicants must incorporate into its agency's functions, policies, staff-client interactions and in the provision of all services in any resulting contract, the following Guiding Principles for Person-Centered Planning Philosophy:

1.2.5.5.1.1. Individuals and families are invited, welcomed, and supported as full participants in service planning and decision-making.

1.2.5.5.1.2. Individual's wishes, values, and beliefs are considered and respected.

1.2.5.5.1.3. Individuals are listened to; needs and concerns are addressed.

1.2.5.5.1.4. Individuals receive the information they need to make informed decisions.

1.2.5.5.1.5. Individual's preferences drive the planning process, though the decision making process may need to be accelerated to respond to emergencies.

1.2.5.5.1.6. Individual's services are designed, scheduled, and delivered to best meet the needs and preferences of said individual.

1.2.5.5.1.7. Individual's rights are affirmed and protected.



1.2.5.5.1.8. Individuals are protected from exploitation, abuse, and neglect.

1.2.5.5.1.9. Individual's services plans are based on person-centered planning and may be incorporated into existing service plans or documents already being used by the selected Applicant.

1.2.5.6. Client Fees and Donations

1.2.5.6.1. Selected Applicants must comply with the donation requirements for Title III Services. The selected Applicants:

1.2.5.6.1.1. May ask individuals receiving services for a voluntary donation towards the cost of the service, except as stated in Section 1.2.5.7. Adult Protection Services;

1.2.5.6.1.2. May suggest an amount for donations in accordance with New Hampshire Administrative Rule He-E 502.12;

1.2.5.6.1.3. Must ensure the donation is to purely voluntary, and must not refuse services if an individual is unable or unwilling to donate;

1.2.5.6.1.4. Must not bill or invoice clients and/or their families; and

1.2.5.6.1.5. Must ensure that all donations support the program for which donations were given.

1.2.5.6.2. Selected Applicants must comply with the fee requirements for Title XX Services. The selected Applicants:

1.2.5.6.2.1. May charge fees to individuals, (except as stated in Section 1.2.5.7. Adult Protection Services), receiving Title XX services provided that the Applicant establishes a sliding fee schedule and provides this information to individuals seeking services.



- 1.2.5.6.2.2. Must ensure that the sliding fee schedule complies with the requirements of New Hampshire Administrative Rule He-E 501.
- 1.2.5.6.2.3. May not charge fees to clients, referred by the Department's Adult Protection Program, for whom reports of abuse, neglect, self-neglect and/or exploitation are under investigation or have been founded or under investigation.
- 1.2.5.6.2.4. Must ensure that all fees support the program for which donations were given.
- 1.2.5.7. Adult Protection Services
 - 1.2.5.7.1. Selected Applicants must report suspected abuse, neglect, self-neglect, and/or exploitation of incapacitated adults as required by NH RSA 161-F: 46 of the Adult Protection law.
 - 1.2.5.7.2. Selected Applicants must accept referrals of clients from the Department's Adult Protection Program and provide them with services described in this RFA.
 - 1.2.5.7.3. Selected Applicants must inform the referring Adult Protection Service staff of any changes in the client's situation or other concerns.
 - 1.2.5.7.4. Selected Applicants must ensure that the payment received from the Department for the services required in this RFA to clients who are active recipients of Adult Protection Services, is payment in full for those services, and must refrain from making any attempt to secure additional reimbursement of any type.
- 1.2.5.8. Referring Clients to Other Services
 - 1.2.5.8.1. Selected Applicants must identify and refer clients to other services and programs that may assist the client, as applicable.
- 1.2.5.9. Client Wait Lists
 - 1.2.5.9.1. Selected Applicants must ensure that all services covered by this Agreement are provided to the



- extent that funds, staff and/or resources for this purpose are available.
- 1.2.5.9.2. Selected Applicants must maintain a wait list in accordance with New Hampshire Administrative Rules He-E 501 and He-E 502 when funding or resources are not available to provide the requested services.
 - 1.2.5.9.3. Selected applicants must ensure individuals with adult protective needs in accordance with RSA 161-F:42-57 are exempt from the wait list.
 - 1.2.5.9.4. Selected Applicants must include at a minimum the following information on its wait list:
 - 1.2.5.9.4.1. The individual's full name and date of birth.
 - 1.2.5.9.4.2. The name of the service being requested.
 - 1.2.5.9.4.3. The date upon which the individual applied for services which shall be the date the application was received by the selected Applicant.
 - 1.2.5.9.4.4. The target date of implementing the services based on the communication between the individual and the selected Applicant.
 - 1.2.5.9.4.5. The date upon which the individual's name was placed on the wait list shall be the date of the notice of decision in which the individual was determined eligible for Title XX services.
 - 1.2.5.9.4.6. The individual's assigned priority on the wait list, determined in accordance with NH Administrative Rules He-E 501 and 502.
 - 1.2.5.9.4.7. A brief description of the individual's circumstances and the services he or she needs.
 - 1.2.5.9.5. Selected Applicants must prioritize each individual's standing on the wait list by



determining the individual's urgency of need in the following order:

- 1.2.5.9.5.1. Individual is in an institutional setting or is at risk of being admitted to or discharged from an institutional setting.
- 1.2.5.9.5.2. Declining mental or physical health of the caregiver.
- 1.2.5.9.5.3. Declining mental or physical health of the individual.
- 1.2.5.9.5.4. Individual has no respite services while living with a caregiver.
- 1.2.5.9.5.5. Length of time on the wait list.
- 1.2.5.9.5.6. When two (2) or more individuals on the wait list have been assigned the same service priority, the individual served first shall be the one with the earliest application date.
- 1.2.5.9.5.7. Individuals who are being served under the Adult Protection Program, as mandated in NH RSA 161-F: 42-57 shall be exempt from the wait list in accordance with NH Administrative Rules He-E 501.14 (f) and He-E 502.13.
- 1.2.5.9.6. Selected Applicants must notify the individual in writing when an individual is placed on the wait list.
- 1.2.5.9.7. Selected Applicants must maintain the wait list during the contract period and make it available to the Department upon request.
- 1.2.5.10. E-Studio Electronic Information System
 - 1.2.5.10.1. Selected Applicants are required to use the Department's E-Studio electronic information system for uploading reports to the Department and receiving important information from the Department concerning time-sensitive announcements, policy releases, administrative rule adoptions, and other critical information.



- 1.2.5.10.2. Selected Applicants must identify all of the key personnel who need to have E-Studio accounts to ensure that information from the Department can be shared with the necessary staff.
- 1.2.5.10.3. Selected Applicants must ensure that their E-Studio account(s) are kept current and that Department is notified when a staff member is no longer working in the program so his/her account can be terminated.
- 1.2.5.11. Grievance and Appeals Process
 - 1.2.5.11.1. Selected Applicants must maintain a system for tracking, resolving, and reporting client complaints regarding its services, processes, procedures, and staff that includes, but is not limited to:
 - 1.2.5.11.1.1. The client's name.
 - 1.2.5.11.1.2. The type of service received by the client.
 - 1.2.5.11.1.3. The date of written complaint or concern of the client.
 - 1.2.5.11.1.4. The nature/subject of the complaint or concern of the client.
 - 1.2.5.11.1.5. The staff position in the agency who addresses complaints and concerns.
 - 1.2.5.11.1.6. The methods for informing clients of their rights to file a complaint, concern, or an appeal of the selected Applicant's decision.
 - 1.2.5.11.2. Selected Applicants shall make any filed complaints or concerns made by the client available to the Department upon request.
- 1.2.5.12. Client Feedback
 - 1.2.5.12.1. Selected Applicants must obtain client feedback as required in New Hampshire Administrative Rules He-E 501.12 and He-E 502.11.
- 1.2.5.13. Support Services During an Emergency, Disaster or Crisis
 - 1.2.5.13.1. Selected Applicants must provide support services to eligible individuals who are



homebound in accordance with the Older Americans Act during a declaration of emergency or disaster, which may include delivery services for essential needs.

1.2.5.13.2. Selected Applicants must provide COVID-19 pandemic support services, which may include, but not be limited to:

1.2.5.13.2.1. Disseminating information about COVID-19 vaccines, and directing individuals with questions to additional sources of information.

1.2.5.13.2.2. Addressing inequity in COVID-19 vaccination access among older adults, family caregivers, and aging network staff and volunteers from communities defined by race, ethnicity, geography, disability, income, sexual orientation, gender identity, and other factors.

1.2.5.13.2.3. Arranging and/or providing accessible transportation to COVID-19 vaccination sites for individuals and their caregivers.

1.2.5.13.2.4. Planning and organizing vaccination activities.

1.2.5.13.2.5. Assisting older adults to receive a COVID-19 booster shots, if necessary.

1.2.5.13.2.6. Providing Personal Protective Equipment (PPE) to staff and/or individuals served.

1.2.6. Selected Applicants must provide sufficient staff with the skills to perform all tasks specified in this RFA.

1.2.7. Selected Applicants must maintain a level of staffing necessary to perform and carry out all of the functions, requirements, roles, and duties in a timely fashion for the number of clients and geographic area as identified in this RFA.

1.2.8. Selected Applicants must verify and document that all staff and volunteers have appropriate training, education, experience, and orientation to fulfill the responsibilities of their respective positions.



- 1.2.9. Selected Applicants must ensure that all personnel and training records and documentation of all individuals requiring licenses and/or certifications are current.
- 1.2.10. Selected Applicants must develop a Staffing Contingency Plan and submit their written Staffing Contingency Plan to Department within thirty (30) days of the contract effective date that includes:
 - 1.2.10.1. The process for replacement of personnel in the event of loss of key personnel or other personnel during the period of this Agreement;
 - 1.2.10.2. A description of how additional staff resources will be allocated in the event of inability to meet any performance standard;
 - 1.2.10.3. A description of time frames necessary for obtaining staff replacements;
 - 1.2.10.4. An explanation of the Applicant's capabilities to provide, in a timely manner, staff replacements/additions with comparable experience; and
 - 1.2.10.5. A description of the method for training new staff members performing duties required under this RFA.
- 1.2.11. Selected Applicants must complete a criminal background check for each staff member or volunteer who will be interacting with or providing hands-on care to individuals in compliance with the requirements of New Hampshire Administrative Rules He-P 818, Adult Day Programs, Section 809.17, Personnel, and He-P 822, Home Care Service Provider Agencies, Section 822.17, Personnel.
- 1.2.12. **Performance Measures**
 - 1.2.12.1. Selected Applicants must ensure that all individuals' plans of care contain elements of person-centered planning for services in Section 2 above in accordance with NH Administrative Rules He-E 502.17 and He-E 501.21 and as confirmed by the Department during a site review.
- 1.2.13. **Reporting Requirements**
 - 1.2.13.1. Selected Applicants must submit quarterly reports on the provision of Home Health services to the Department, on a pre-defined electronic form supplied by the Department. The report must be submitted by the 15th day of the month following the end of each quarter. The report must include, but is not limited to, the following information:
 - 1.2.13.1.1. Expenses by program service provided.



- 1.2.13.1.2. Revenue, by program service provided, by funding source.
 - 1.2.13.1.3. Total amount of donation and/or fees collected from all individuals as defined in Section 1.2.5.6.
 - 1.2.13.1.4. Actual Units served, by program service provided, by funding source.
 - 1.2.13.1.5. Number of unduplicated clients served, by service provided, by funding source.
 - 1.2.13.1.6. Number of Title III and Title XX clients served with funds not provided by the Department.
 - 1.2.13.1.7. Unmet need/waiting list.
 - 1.2.13.1.8. Lengths of time clients are on a waiting list.
 - 1.2.13.1.9. The number of days individuals did not receive planned service(s) due to the service(s) not being available due to inadequate staffing or other related Contractor issue.
 - 1.2.13.1.10. Explanation describing the reasons for individuals' not receiving their planned services in Section 1.2.
 - 1.2.13.1.11. A plan to address how to resolve the issues in Section 1.2.13.1.10.
- 1.2.14. Applicants must demonstrate the capacity and performance experience to meet the Scope of Services outlined in this RFA.

1.3. Compensation & Contract Value

- 1.3.1. The Department anticipates using Federal and General Funds for the resulting contract(s). The Department may choose to modify the source of funding contingent upon the availability of funds at the time of award. Any selected vendor will be subject to the requirements in the Catalog of Federal Domestic Assistance (CFDA) # 93.044, Administration for Community Living – Title IIIB, 93.667, Social Services Block Grant and American Rescue Plan (ARP) for Supportive Services under Title III-B of the Older Americans Act (OAA) #93.044 or the selected funding source.
- 1.3.2. Funding is anticipated to be available for the resulting contracts as follows:
 - 1.3.2.1. Contractors will be reimbursed based on pre-established rates per unit of service provided as described below. The compensation rates are set at:
\$12.00 per ½ hour, for In Home Care Services (Title III)



\$12.00 per ½ hour, for In Home Care Services (Title XX)

\$16.00 per ½ hour, for In Home Health Aide Services

\$25.73 per ½ hour, for In Home Nursing Services

- 1.3.2.2. A critical component of the Department's statewide delivery system is to ensure the ability to direct resources to where they are most needed in the most efficient and effective way possible. The Department reserves the right to award a lower amount of units than requested by the Applicant.
- 1.3.2.3. Applicants are required to complete Appendix D – Application for Service Units. Appendix D must be completed separately for each county for which the Applicant is applying. Applicants may apply for service units by county or part of a county and service type, but service unit applications must not exceed the number of service units available for each county and service type.
- 1.3.2.4. Funding will be awarded to successful Applicants based on a percentage of total number of service units applied for by all Applicants for each county and each service type, as indicated on Table B, below, up to a maximum of the total number of service units applied for by each Applicant for each county and each service type, based on the following methodology:

Step 1:

Total service units applied for by Applicant for each county and each service type

DIVIDED BY

Total service units applied for by all Applicants for each county and each service type

Step 2:

The resulting Quotient from Step 1 for each county and each service type

MULTIPLIED BY

Total Service Units Available for each county and each service type

Step 3:

The resulting Product from Step 2 for each county and each service type

MULTIPLIED BY

The per unit service rate specified in 1.3.2.1. for each service type

EQUALS

The per county per service type award

Table B



County	Title III Adult In Home Care Services	Title XX In Home Care Services	Home Health Aide Services	Nursing Services
Belknap	5,659	33,451	1,000	
Carroll	726	13,385	2,090	
Cheshire	1,227	59,562	114	
Coos	5,161	45,106	2,399	140
Grafton	305	6,400	604	
Hillsborough	10,476	85,977	1,810	300
Merrimack	4,343	22,366	1,563	
Rockingham	5,882	103,334	2,812	
Strafford	4,559	62,414	944	74
Sullivan	1,574	7,605	500	

1.3.2.5. In the event that the total number of service units available for any county and service type is greater than the total number of service units applied for by all Applicants in each county and each service type, successful Applicants will be awarded the number of service units for which they applied. Excess service units will be reallocated to another county and service type at the discretion of the Department.

1.3.2.6. Funding in the amount of \$400,000, for COVID-19 pandemic support services described in Section 1.2.5.13.2., will first be divided equally by county, and then divided equally by the number of successful Applicants within each county.

1.4. Contract Period

1.4.1. The Contracts resulting from this RFA are anticipated to be effective July 1, 2022 or upon Governor and Executive Council approval, whichever is later, through June 30, 2024.

1.4.2. The Department may extend contracted services for up to four (4) additional years, contingent upon satisfactory Contractor performance, continued funding, agreement of the parties, and Governor and Executive Council approval.

1.5. Mandatory Responses to RFA Questions

1.5.1. All Applicants applying to this RFA must provide a separate response to the four (4) questions below for each of the three (3) service types for which they apply. Applications for an entire county must list the county or counties applied for. Applications for part of a county must list each individual city or town for which the Applicant is applying.



- Q.1 *Describe your knowledge and experience in identifying and serving the identified populations, and the population's need for services within the county(ies) for which you are applying. Include your experience in assisting the target population.*
- Q.2 *Describe your agency's capacity to meet the requirements of this RFA. Include a narrative summary of how your mission statement aligns with the goals of this RFA.*
- Q.3 *Describe, in narrative form, your agency's ability to provide the services described in the Scope of Services.*
- Q.4 *Provide a staffing plan that demonstrates your capability to provide services. Include:*
 - a. *Your agency's organizational chart.*
 - b. *Resumes for key staff who will have responsibility for managing the programmatic, administrative and financial requirements in*
 - c. *Any specialized staff training completed relevant to providing services in this RFA.*

1.6. Application Evaluation

The Department will use a scoring scale of 100 points. The Department will select an Applicant based upon the criteria and standards contained in this RFA and applying the points set forth below:

1.6.1. **Experience Q1 – 30 Points**

1.6.2. **Capacity Q2 – 25 Points**

1.6.3. **Ability Q3 – 35 Points**

1.6.4. **Staffing Q4 – 10 Points**

Total Possible Points – 100 Points

1.6.5. Oral presentations and reference checks, to the extent they are utilized by the Department, will be used to refine and finalize scores.

2. Notices

2.1. Exceptions

2.1.1. The Department will require the successful Applicant to execute a contract using the Form P-37, General Provisions and Standard Exhibits, which are attached as Appendix A. To the extent that an Applicant believes that exceptions to Appendix A will be necessary for the Applicant to enter into an Agreement, the Applicant must note those issues during the RFA Question Period in Section 3. Applicants may not request exceptions to the Scope of Services or any other sections of this RFA.

2.1.2. The Department will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion.



- 2.1.3. Any exceptions to the standard form contract and exhibits that are not raised by an Applicant during the RFA Question Period may not be considered. In no event is an Applicant to submit its own standard contract terms and conditions as a replacement for the Department's terms in response to this solicitation.

2.2. RFA Amendment

The Department reserves the right to amend this RFA, as it deems appropriate, prior to the Application submission deadline on its own initiative or in response to issues raised through Applicant questions. In the event of an amendment to the RFA, the Department, at its sole discretion, may extend the Application submission deadline. The amended language will be posted on the Department's website.

2.3. Application Submission

- 2.3.1. Applications must be submitted electronically to contracts@dhhs.nh.gov and the Contract Specialist at the email address specified in Subsection 6.1.
 - 2.3.1.1. The subject line must include the following information: **RFA-2023-BEAS-06-HOMEH** (email xx of xx).
 - 2.3.1.2. The maximum size of file attachments per email is 10 MB. Applications with file attachments exceeding 10 MB must be submitted via multiple emails.

2.4. Contract Monitoring Provisions

- 2.4.1. All Applicants must complete Appendix B, Contract Monitoring Provisions.
- 2.4.2. The Department will use Applicant responses to conduct a risk assessment to determine if enhanced contract monitoring is necessary if the Applicant is awarded a contract. The risk assessment will not be used to disqualify or score Applications.

2.5. Compliance

- 2.5.1. Applicants must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 2.5.2. The selected Contractor must meet all information security and privacy requirements as set by the Department.
- 2.5.3. The selected Contractor must maintain the following records during the resulting contract term where appropriate and as prescribed by the Department:
 - 2.5.3.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred



by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

- 2.5.3.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
- 2.5.3.3. Statistical, enrollment, attendance or visit records for each recipient of services, which records shall include all records of application and eligibility (including all forms required to determine eligibility for each such recipient), records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.
- 2.5.3.4. During the term of this Contract and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts. Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

2.5.4. Credits and Copyright Ownership

- 2.5.4.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement, *"The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding*



sources as were available or required, e.g., the United States Department of Health and Human Services.”

2.5.4.2. All materials produced or purchased under the contract shall have prior approval from the Department before printing, production, distribution or use. The Department will retain copyright ownership for any and all original materials produced, including, but not limited to, brochures, resource directories, protocols or guidelines, posters, or reports. The Contractor shall not reproduce any materials produced under the contract without prior written approval from the Department.

2.5.5. Culturally and Linguistically Appropriate Services

2.5.5.1. The New Hampshire Department of Health and Human Services is committed to reducing health disparities in New Hampshire and recognizes that culture and language can have a considerable impact on how individuals access and respond to health and human services. Culturally and linguistically diverse populations experience barriers in their efforts to access services. As a result, the Department is strongly committed to providing culturally and linguistically competent programs and services for its clients, and as a means of ensuring access to quality care for all. As part of that commitment, the Department continuously strives to improve existing programs and services, and to bring them in line with current best practices.

2.5.5.2. The Department requires all contractors and sub-recipients to provide culturally and linguistically appropriate programs and services in compliance with all applicable federal civil rights laws, which may include: Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and the Rehabilitation Act of 1973. Collectively, these laws prohibit discrimination on the grounds of race, color, national origin, disability, age, sex, and religion.

2.5.5.3. There are numerous resources available to help recipients increase their ability to meet the needs of culturally, racially and linguistically diverse clients. Some of the main information sources are listed in the Bidder’s Reference Guide for Completing the Culturally and Linguistically Appropriate Services Section of the RFP, and, in the Vendor/RFP section of the Department’s website.

2.5.5.4. A key Title VI guidance is the National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS Standards), developed by the U.S. Department of Health and Human Services in 2000. The CLAS Standards provide specific steps that organizations may take to make their services more



culturally and linguistically appropriate. The enhanced CLAS standards, released in 2013, promote effective communication not only with persons with Limited English Proficiency, but also with persons who have other communication needs. The enhanced Standards provide a framework for organizations to best serve the nation's increasingly diverse communities.

- 2.5.5.5. Applicants are expected to consider the need for language services for individuals with Limited English Proficiency as well as other communication needs, served or likely to be encountered in the eligible service population, both in developing their budgets and in conducting their programs and activities.
- 2.5.5.6. Successful Applicants will be:
 - 2.5.5.6.1. Required to submit a detailed description of the language assistance services they will provide to LEP persons to ensure meaningful access to their programs and/or services, within ten (10) days of the date the contract is approved by Governor and Council; and
 - 2.5.5.6.2. Monitored on their Federal civil rights compliance using the Federal Civil Rights Compliance Checklist, which can be found in the Vendor/RFP section of the Department's website.
- 2.5.5.7. The guidance that accompanies Title VI of the Civil Rights Act of 1964 requires recipients to take reasonable steps to ensure meaningful access to their programs and services by persons with Limited English Proficiency (LEP persons). The extent of an organization's obligation to provide LEP services is based on an individualized assessment involving the balancing of four factors:
 - 2.5.5.7.1. The number or proportion of LEP persons served or likely to be encountered in the population that is eligible for the program or services (this includes minor children served by the program who have LEP parent(s) or guardian(s) in need of language assistance);
 - 2.5.5.7.2. The frequency with which LEP individuals come in contact with the program, activity or service;
 - 2.5.5.7.3. The importance or impact of the contact upon the lives of the person(s) served by the program, activity or service; and



2.5.5.7.4. The resources available to the organization to provide language assistance.

2.5.5.8. **Applicants are required to complete the TWO (2) steps listed in the Appendix C to this RFA, as part of their Application.** Completion of these two items is required not only because the provision of language and/or communication assistance is a longstanding requirement under the Federal civil rights laws, but also because consideration of all the required factors will help inform Applicants' program design, which in turn, will allow Applicants to put forth the best possible Application.

2.5.5.9. For guidance on completing the two steps in Appendix C, please refer to Bidder's Reference Guide for Completing the Culturally and Linguistically Appropriate Services Addendum of the RFA, which is posted on the Department's website. <http://www.dhhs.nh.gov/business/forms.htm>.

2.5.6. Audit Requirements

2.5.6.1. The Contractor must email an annual audit to melissa.s.morin@dhhs.nh.gov if **any** of the following conditions exist:

2.5.6.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

2.5.6.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

2.5.6.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.

2.5.6.2. If Condition A exists, the Contractor shall submit an annual **single audit** performed by an independent Certified Public Accountant (CPA) to the Department within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.



- 2.5.6.3. If Condition B or Condition C exists, the Contractor shall submit an annual **financial audit** performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 2.5.6.4. Any Contractor that receives an amount equal to or greater than \$250,000 from the Department during a single fiscal year, regardless of the funding source, may be required, at a minimum, to submit annual financial audits performed by an independent CPA if the Department's risk assessment determination indicates the Contractor is high-risk.
- 2.5.6.5. In addition to, and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Contract to which exception has been taken, or which have been disallowed because of such an exception.

2.6. Non-Collusion

The Applicant's required signature on the Transmittal Cover Letter for an Application submitted in response to this RFA guarantees that the prices, terms and conditions, and services have been established without collusion with other Applicants and without effort to preclude Department from obtaining the best possible Application.

2.7. Applicant Withdrawal

Prior to the Closing Date for receipt of Applications, an Application may be withdrawn by submitting a written request for its withdrawal to Contract Specialist identified in Paragraph 3.3.2.

2.8. Public Disclosure

- 2.8.1. Pursuant to RSA 21-G:37, the content of responses to this RFA must remain confidential until the Governor and Executive Council have awarded a contract. At the time of receipt of Applications, the Department will publish the number of responses received with no further information. No later than five (5) business days prior to submission of a contract to the Department of Administrative Services pursuant to this RFA, the Department will post the name, rank or score of each Applicant. Applicant's disclosure or distribution of the contents of its Application, other than to the State, will be grounds for disqualification at the State's sole discretion.
- 2.8.2. The content of each Application and addenda thereto will become public information once the Governor and Executive Council have approved a contract. Any information submitted as part of an Application in response to this RFA may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFA will be made accessible to the public online via the website Transparent NH (www.nh.gov/transparentnh/). Accordingly, business



financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV.

2.8.3. Insofar as an Applicant seeks to maintain the confidentiality of its confidential commercial, financial or personnel information, the Applicant must clearly identify in writing the information it claims to be confidential and explain the reasons such information should be considered confidential. This must be done by separate letter identifying by page number and Application section the specific information the Applicant claims to be exempt from public disclosure pursuant to RSA 91-A:5. **The Applicant is strongly encouraged to provide a redacted copy of their application.**

2.8.4. Each Applicant acknowledges that the Department is subject to the Right-to-Know Law New Hampshire RSA Chapter 91-A. The Department shall maintain the confidentiality of the identified confidential information insofar as it is consistent with applicable laws or regulations, including but not limited to New Hampshire RSA Chapter 91-A. In the event the Department receives a request for the information identified by an Applicant as confidential, the Department shall notify the Applicant and specify the date the Department intends to release the requested information. Any effort to prohibit or enjoin the release of the information shall be the Applicant's responsibility and at the Applicant's sole expense. If the Applicant fails to obtain a court order enjoining the disclosure, the Department may release the information on the date the Department specified in its notice to the Applicant without incurring any liability to the Applicant.

2.9. Non-Commitment

Notwithstanding any other provision of this RFA, this RFA does not commit the Department to award a Contract. The Department reserves the right to reject any and all Applications or any portions thereof, at any time and to cancel this RFA and to solicit new Applications under a new Application process.

2.10. Request for Additional Information or Materials

The Department may ask any Applicant to provide additional information or materials needed to clarify information presented in the Application. Such a request will be issued in writing and will not provide an Applicant with an opportunity to change, extend, or otherwise amend its Application in intent or substance.

2.11. Liability

By submitting an Application in response to this RFA, an Applicant agrees that in no event shall the State be either responsible for or held liable for any costs incurred by an Applicant in the preparation or submittal of or otherwise in connection with an Application, or for work performed prior to the Effective Date of a resulting contract.

2.12. Oral Presentations and Discussions



The Department reserves the right to require some or all Applicants to make oral presentations of their Application. The purpose of the oral presentation is to clarify and expound upon information provided in the written application. Applicants are prohibited from altering the original substance of their Applications during the oral presentations. The Department will use the information gained from oral presentations to refine the technical review scores. Any and all costs associated with an oral presentation shall be borne entirely by the Applicant.

2.13. Successful Applicant Notice and Contract Negotiations

2.13.1. If an Applicant(s) is selected, the Department will notify the successful Applicant(s) in writing of their selection and the State's desire to enter into contract negotiations. Until the Department successfully completes negotiations with the selected Applicant(s), all submitted Applications remain eligible for selection by the Department. In the event contract negotiations are unsuccessful with the selected Applicant(s), the evaluation team may recommend another Applicant(s). The Department will not contact Applicant(s) that are not initially selected to enter into contract negotiations.

2.14. Scope of Award and Contract Award Notice

2.14.1. The Department reserves the right to award a service, part of a service, group of services, or total services and to reject any and all Applications in whole or in part. A contract award is contingent on approval by the Governor and Executive Council.

2.14.2. If a contract is awarded, the Applicant must obtain written consent from the Department before any public announcement or news release is issued pertaining to any contract award.

2.15. Site Visits

The Department may, at its sole discretion, at any time prior to contract award, conduct a site visit at the Applicant's location or at any other location deemed appropriate by the Department, to determine the Applicant's capacity to satisfy the terms of this RFA. The Department may also require the applicant to produce additional documents, records, or materials relevant to determining the Applicant's capacity to satisfy the terms of this RFA. Any and all costs associated with any site visit or requests for documents shall be borne entirely by the Applicant.

2.16. Protest of Intended Award

Any challenge of an award made or otherwise related to this RFA shall be governed by RSA 21-G:37, and the procedures and terms of this RFA. The procedure set forth in RSA 21-G:37, IV, shall be the sole remedy available to challenge any award resulting from this RFA. In the event that any legal action is brought challenging this RFA and selection process, outside of the review process identified in RSA 21-G:37, IV, and in the event that the State of New Hampshire prevails, the challenger agrees



to pay all expenses of such action, including attorney's fees and costs at all stages of litigation.

2.17. Contingency

Aspects of the award may be contingent upon changes to state or federal laws and regulations.

2.18. Ethical Requirements

From the time this RFA is published until a contract is awarded, no Applicant shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any Applicant that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any Applicant who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from submitting an Application to this RFA, or similar request for submission and every such Applicant shall be disqualified from submitting any Applicant or similar request for submission issued by any state agency. An Applicant that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the Department of Administrative Services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

3. Application Process

3.1. Overview

- 3.1.1. Application documents must be presented in the order indicated below.
- 3.1.2. Applications must conform to all instructions, requirements and contents indicated below.
- 3.1.3. The Department must receive the Application by the time and date specified in the Procurement Timetable in Section 3 and in the manner specified or it will be rejected as non-compliant, unless waived by the Department as a non-material deviation.
- 3.1.4. The Department will conduct an initial screening step to verify Applicant compliance with the submission requirements of this RFA. The Department may waive or offer a limited opportunity for an Applicant to cure immaterial deviations from the RFA requirements if it is determined to be in the best interest of the Department.
- 3.1.5. Late submissions that are not accepted will remain unopened and will be discarded. Submission of the Application shall be at the Applicant's expense.

3.2. Application Content



- 3.2.1. A **Transmittal Cover Letter** on the Applicant's letterhead that must:
 - 3.2.1.1. Reference, "**RFA-2023-BEAS-06-HOMEH**;"
 - 3.2.1.2. Identify the name, title, mailing address, telephone number and email address of the person authorized by the Applicant to contractually obligate the agency or individual;
 - 3.2.1.3. Acknowledge that the Applicant has read this Request for Application, understands it, and agrees to be bound by its requirements;
 - 3.2.1.4. Contain the date that the Application was submitted; and
 - 3.2.1.5. Be signed by an individual who is authorized to bind the Applicant to all statements, including services and prices contained in this Request for Application.
- 3.2.2. **Mandatory Responses** to RFA Questions in Subsection 1.5.
- 3.2.3. **Curriculum Vitae or Resume** of each individual performing functions identified in this RFA.
- 3.2.4. **Licenses, Certificates and Permits** as required by this Request for Application.
- 3.2.5. **Current Certificate of Insurance**
- 3.2.6. **Three (3) references for the Applicant.** The Applicant must submit three (3) written references from individuals or organizations who have knowledge of the Applicant's ability to deliver services applicable to this solicitation. A current Department employee will not be considered a valid reference:
 - 3.2.6.1. Each written reference must include current contact information, a description of work performed, quality of work, and dates of performance.
 - 3.2.6.2. The Department may contact a reference to clarify any information.
- 3.2.7. **New Hampshire Certificate of Good Standing**

The Department requires, as applicable, every Contractor to acquire a Certificate of Good Standing or assurance of obtaining registration with the New Hampshire Office of the Secretary of State in accordance with RSA 5:18-a.
- 3.2.8. **Affiliations – Conflict of Interest Statement** regarding any and all affiliations that might result in a conflict of interest. Explain the relationship and how the affiliation would not represent a conflict of interest.
- 3.2.9. **Appendix B – Contract Monitoring Provisions.**



3.2.10. **Appendix C** – CLAS Requirements.

3.2.11. **Appendix D** – Application for Service Units

3.3. Procurement Timetable and Contact Information

3.3.1. Schedule of Events

Item	Action <i>(All times are according to Eastern Standard Time. The Department reserves the right to modify these dates at its sole discretion.)</i>	Date
1.	RFA Release Date	March 22, 2022
2.	RFA Applicant Questions Submission Deadline	March 29, 2022 11:59 PM
3.	Department Responses to Questions Published	April 12, 2022
4.	Application Submission Deadline	April 26, 2022 11:59 PM

3.3.2. All questions and applications must be submitted electronically to:

State of New Hampshire
Department of Health and Human Services
Amy Marchildon, Contract Specialist
Bureau of Contracts & Procurements
129 Pleasant Street
Concord NH 03301
Email: Amy.E.Marchildon@dhhs.nh.gov
Phone: (603) 271-6533

3.3.3. From the date of release of this RFA until an award is made and announced regarding the selection of an Applicant, all communication with personnel employed by or under contract with the Department regarding this RFA is prohibited unless first approved by the RFA Point of Contact listed in Paragraph 3.3.2, herein. Department employees have been directed not to hold conferences and/or discussions concerning this RFA with any potential contractor during the selection process, unless otherwise authorized by the RFA Point of Contact. Applicants may be disqualified for violating this restriction on communications.

3.4. Applicant's Questions and Answers

3.4.1. All questions about this RFA, including but not limited to requests for clarification, additional information or any changes to the RFA must be



made in writing, citing the RFA page number and part or subpart, and submitted by email to the Contract Specialist identified in Paragraph 3.3.2.

- 3.4.2. The Department may consolidate or paraphrase questions for efficiency and clarity. Questions that are not understood will not be answered. Statements that are not questions will not receive a response.
- 3.4.3. Questions must be submitted by email; however, the Department assumes no liability for ensuring accurate and complete email transmissions.
- 3.4.4. Questions must be received by the deadline provided in Paragraph 3.3.1, Procurement Timetable.
- 3.4.5. Written answers to questions received will be published on the Department's website on or about the date indicated in Paragraph 3.3.1, Procurement Timetable.

3.5. Validity of Application

Applications must be valid for one hundred eighty (180) days following the deadline for submission in the Procurement Timetable above, or until the Effective Date of any resulting Contract, whichever is later.

4. Appendices

- 4.1. **Appendix A – P-37 General Provisions and Standard Exhibits (*for reference only-do not return*)**
- 4.2. **Appendix B – Contract Monitoring Provisions**
- 4.3. **Appendix C – CLAS Requirements**
- 4.4. **Appendix D – Application for Service Units**